



## **Willdan Energy Solutions**

### **Project Manager—Field Operations (Full-time, Temporary Position, May-December)**

#### **Laramie, WY**

Willdan Energy Solutions (WES) is one of the nation's preeminent providers of specialized energy, water, and resource management services to a growing list of clients that includes utilities, local and federal governments, hospitals, schools and private enterprises. WES's portfolio of services includes marketing and engineering, program management and implementation of energy efficiency and water conservation programs and development and implementation of information systems for the energy industry. WES's expertise also covers hardware retrofits, commissioning and retro-commissioning, demonstrations of new technologies, energy efficiency education/outreach, sustainability strategy and local government partnerships.

Willdan is seeking a Field Operation Project Manager that supports an electric utility energy efficiency program that will be conducting services in Laramie, Wyoming from May through December 2018. The Program, a small business direct install offer, delivers the following services; community outreach and energy assessments, installation services for lighting, and other energy saving equipment. The Field Supervisor may be based in Laramie or surrounding communities. The position will oversee and coordinate a team of subcontractors to successfully implement projects. Paid training will be provided initially in Salt Lake City, Utah.

The ideal candidate will have education and some experience in customer service, project management skills, and computer management skills. A creative and collaborative problem solver, the Field Supervisor will tackle problems and manage competing priorities to provide excellent customer experiences and exceptional service to our clients; on-budget and on schedule.

The position will require local travel throughout Laramie and potentially Rawlins May through December, depending on business schedules and occasional evening and weekend work may be required. The position is essentially 100% field work. Reliable transportation is required. Mileage will be reimbursed. This is a full time, exempt position, and presents an excellent opportunity to join a dynamic team and deliver immediate value to a leading and growing company in the energy efficiency field. At the end of the job term, based on performance and availability, Willdan will consider candidate for other job opportunities.

This position will be working with other staff who are extremely goal-focused, hardworking, dedicated to serving others, and dedicated to making a positive mark in the energy efficiency industry. This is challenging, but very rewarding work.

**Description of Duties**—This list is not all-inclusive and may be expanded to include other duties and responsibilities as management deems necessary:

- Provide excellent customer service and communication; schedule installations, close out projects, and collect payment.
- Supervise, train, mentor, and evaluate a group of subcontractors;
- Responsible for performance installation KPI;
- Responsible for scheduling (in Company Database Software) assigned projects for pre-inspection, installation, and post-inspection/customer close out;
- Schedules installs while maintaining customer satisfaction and most efficient project schedule for crews;
- Proactively communicates program expectations with customer to ensure effective project schedule and budget;
- Responsible for inventory control of direct install product, individual tools, and team tools;
- Approve in a timely manner (within 24 hours), installation summary sheets and verify that all project work is complete and documented in Company Database;
- Coordinate with the program assistant to ensure entry of all projects into the database;
- Provides quality control, guidance, and content expertise for project compliance issues (measure identification, code compliance, permitting, licensing, etc.) for Business Administration, Outreach & Assessment Team, and Installation Teams;
- Willingness to learn and maintain a high level of knowledge regarding lighting technologies and other energy efficiency building measures;
- Ensures work is performed safely per Company Policy and OSHA standards;
- Responsible for customer complaint resolution (written response within 24 hours of complaint);
- Reviews and closes out project with customer; requests payment via check or credit card.
- Requires a professional appearance appropriate as a representative of Willdan and its client;

**Other duties and responsibilities may include:**

- Approve all timesheets, expense reports, and leave requests for assigned personnel;
- Collaborate with field staff to share best practices and continually improve operations;
- Support the preparation of monthly and quarterly reports as needed for clients and Willdan executives.

**Conditions of Employment:**

- Field work May through December;
- Field work may be longer work days (8-10 hours);
- Some weekend work will be required;
- Ability to learn and be proficient in using mobile scanning applications, Microsoft Excel and Outlook and aptitude to learn more;
- May require doing light electrical work, climbing ladder, stairs, lifts, and getting into tight spaces;
- May require lifting objects up to and over 50 pounds and climbing ladder up to 20 feet.
- Clean driving record, ability to pass background check, and drug screening.

**Education and Experience Include:**

- High school diploma, or equivalent;
- Experience in field or project management of multiple crews;
- Preferred - Experience in installing said technologies;
- Preferred - Work experience in the construction or facilities management, sales, engineering, or conservation and energy management.

Understanding and/or willingness to learn:

- HVAC, lighting, building controls;
- Energy, electrical, and construction codes;
- Experience in customer service, sales, and field work;
- Mechanical and technical aptitude;
- Strong customer service and communication skills;
- Must be able to handle a wide work variety and work in a fast-paced environment;
- Must be a detail-oriented, organized, self-starter, and have an ability to prioritize workload;
- Ability to identify and resolve project application issues with customers and trade allies;
- Strong data entry skills in entering information in tracking systems/databases;
- Ability to communicate effectively, both verbally and in writing with customers, clients and employees;
- Ability to analyze and interpret data and solve practical problems;
- Knowledge of mathematical concepts such as fractions, percentages and ratios;
- Valid driver's license, clean driving record, and reliable transportation;

**Salary and Benefits:** Willdan offers a competitive base salary with an opportunity to earn a performance based commission at the end of project term. Full benefits package, including medical, vision, dental, stock options, and 401k will be provided.